



MIAMI BEACH

OFFICE OF THE CITY MANAGER

NO. LTC #

184-2016

LETTER TO COMMISSION

TO: Mayor Philip Levine and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: April 22, 2016

SUBJECT: Tyler ERP and Permitting Project Status

The purpose of this Letter to Commission is to provide an update on the status of the project to replace the current enterprise resource planning ("ERP") system, known as Eden, and the City's permitting and licensing system, known as Permits Plus. The last LTC providing an update of the project was provided March 15, 2016.

Background

The City implemented the currently used ERP System in October, 2004. At the time, the Eden ERP system integrated and provided necessary functionality across many of the City's core business processes, including Finance, Budget, Procurement and Human Resources. However, the system is now more than 10 years old and has not kept pace with the functional requirements of the City. Additionally, Tyler Technologies informed the City that the Eden ERP system has reached "End of Life" status. Tyler indicated that it will continue to support Eden in its current state, but will no longer dedicate development resources to achieve any significant improvements to its functionality. Eden is also not integrated with the City's Geographic Interface System (GIS).

Permits Plus, the City's permitting system is not integrated with EDEN. This lack of integration requires staff to perform double entries to balance the financial ledgers for financial transactions related to permits and licenses and to look in separate systems for payment information and status. Accela, the maker of Permits Plus, has also indicated that Permits Plus has reached "End of Life" status, and that in one year will become a non-functional, read only program.

On October 10, 2014, the City Commission approved and authorized the City to execute an Agreement with Tyler Technologies, Inc., to replace the City's current enterprise resource planning ("ERP") system, known as Eden, and the City's permitting and licensing system, known as Permits Plus. The replacement of these systems is a key part of the Administration's goal of re-engineering core business process to maximize efficiencies and service to constituents, as well as improve internal controls.

Energov changes the way the City interacts with citizens, visitors, businesses, contractors, and more when it comes to permitting, land management, code compliance, and licensing. Departments that are directly affected include Building, Planning, Customer Service, Public Works, Code Compliance, TCED, and the City Clerk. The new Energov system will feature a modern online portal that allows users to interact with the system. This new interface

is known as the Citizen Access Portal (CAP). Citizens and contractors can use their smartphones, tablets or computers to schedule inspections or view inspection results for all their permits when they log into the CAP with their username and password.

Munis will change how the City deals with vendors and citizens by making more information and interaction available via online portals. For example, vendors will be able to update and maintain critical information via Vendor Self Service (VSS), thus improving the accuracy of the information and reducing the amount of time staff spend entering and correcting this information. Departments have also streamlined their processes prior to implementing them in Munis so that the new system improves the speed and accuracy of the many tasks performed by the departments directly affected. These departments include Finance, Capital Improvements, Budget and Procurement.

Current State

Since the last LTC (LTC 114-2016 dated March 11, 2016), City staff has continued to work diligently towards meeting the go live date of May 2, 2016. The City launched its communication campaign to inform contractors, citizens and vendors of the system launch. Public meetings have been held by both the Planning and Building departments to communicate the enhancements and to help users sign up so they can use the many new and improved features of the systems. To date, over 300 users have already preregistered for their CAP accounts. The City has also hired and is training additional temporary staff to ensure that there are resources available to deliver excellent customer service during the transition. Both the vendor and City staff have conducted internal training for the hundreds of employee users of the systems. Staff at the City's remote call centers will receive training the week of April 25th to ensure that they are also prepared for the incoming calls.

One of the most important communication tools launched is the online Frequently Asked Question (FAQ) page with the most critical information that users need. The link to the FAQ page is found on the Miami Beach main website and the content of the FAQ is also attached to this LTC. The FAQ contains important dates and availability of services so that users can schedule their activities accordingly to minimize impact to their operations. Another important document published on the website is the Transition Schedule that is also attached to this LTC. It provides a very detailed timeline per affected department so that users are well informed.

Should the Mayor's office receive questions or concerns regarding the new systems, please refer all these issues to Assistant City Manager Mark Taxis. Mr. Taxis will ensure that the issues are addressed by the proper city departments.

These systems are used to manage many of our day-to-day operations and City staff is working diligently to configure and test as much as possible to minimize the number of issues that we will encounter when the systems go live.

Please contact me if you have any concerns or require additional information.



CITIZEN ACCESS PORTAL



MIAMI BEACH



UPGRADING TO BETTER SERVE YOU

On Monday, May 2, 2016 the City of Miami Beach is upgrading its permitting and financial systems to better serve customer needs and streamline city operations. Various departments, including Building, City Clerk, Code Compliance, Customer Service, Finance, Fire, Planning, Public Works, and Sustainability will be transitioning to the new software. If you conduct business with any of these departments you will need to create a new profile in the Citizen Access Portal (CAP).

This new software will facilitate online transactions of many services that would otherwise require assistance by phone or a visit to our administrative offices. As we implement new features of the software, additional online services will be added to the Citizen Access Portal, therefore it is important that you register and visit the site regularly. With the understanding that technology is not always perfect, we appreciate your patience if you encounter any delays as we work towards enhancing the services we provide to our residents and businesses.

NEW AND IMPROVED SERVICES

The new software offers many exciting features for City of Miami Beach residents and businesses.

Creating a new profile in the Citizen Access Portal facilitates the following services:

- Online status of items linked to your account, including building, planning, tree removal and right-of-way permits. You may also request inspections for permits linked to your account.
- Make payments for items linked to your account, including building, planning, tree removal and right of way permits, and other city invoices including business tax receipts (BTRs).
- Online status of development applications submitted for Land Use Board approvals, which are linked to your account.
- Existing businesses renewing their business tax receipts will be able to submit applications for renewals and include all required supporting documentation electronically.
- New businesses will be able to apply, track and pay application fees through their CAP account.
- Online status and payments of code compliance citations, special master fees or fines and parking space rental will also be available through CAP.

SIGN UP FOR CAP TODAY!

Anyone conducting business with or making online payments to the City of Miami Beach will be required to create a new online profile. The new profile will be your gateway to the Citizen Access Portal (CAP) where you can access the services mentioned above. Preregistration for the Citizen Access Portal is occurring NOW and each person or entity must register for a CAP account in order to access and transact business once the new systems are implemented. You can preregister online by clicking [here](#) to access the PDF form. You can also preregister by completing the form and depositing it in the preregistration drop box located at the customer service center, 1755 Meridian Avenue, or at the drop boxes located on the first and second floor lobbies of City Hall. Completed forms may also be emailed to CitizenAccessPortal@miamibeachfl.gov. Please find additional information regarding CAP accounts in the pages that follow.

WILL YOU BE AFFECTED?

Transition to the new system is scheduled to occur between Wednesday, April 27 and Sunday, May 1. During this period, users of our current systems may experience some interruptions. For this reason we encourage you to plan ahead and review the following information to understand if and how you may be affected.

DURING THE TRANSITION PERIOD

Building Department

NEW PERMITS. Due to the large conversion process required, the transition period for the Building Department will be from April 26, 2016 through May 2, 2016. During this extended transition period, no new building permits or revisions will be created. Limited services will be available on May 2nd, 2016. Full operations are expected to resume on May 9, 2016. Please continue to visit our website for updates.

INSPECTIONS. IVR or online inspection requests will cease 4/25/2016 at 4:00 p.m. Inspection requests between 4/26/2016 and 4/29/2016 must be called in directly to the Building Department at (305) 673-7610 ext. 6619 or at buildinginspections@miamibeachfl.gov. Contractors registered on the Citizen Access Portal (CAP) will be able to access their permits, associated attachments, request inspections, view inspection results, and call inspections via the IVR on May 2, 2016. The phone number for the IVR will remain (305) 673-7370. All Contractors processing permits within the City of Miami Beach will obtain a new PIN number for each of their permits. Contractor PIN numbers can be obtained via the Citizen Access Portal, calling the main Building number at (305) 673-7610 or visiting our office located on the 2nd floor of City Hall. Please note that some inspection results will not be available online until May 9, 2016.

PLAN REVIEWS. Review of plans submitted for building permit or inspections/ approvals for TCO or CO by Planning, Fire, Public Works (including elevators) and Sustainability will be available once the existing building permits are transitioned to the new system. TCO's and CO's will be issued manually as needed during the transition period. All active permits, review status, TCO/ CO information will be transitioned and available by May 2, 2016.

PUBLIC RECORD REQUESTS. New public record requests will be accepted via email buildingrecords@miamibeachfl.gov and processed manually with expected delays from April 26 through May 2.

Code Compliance

Code Compliance expects minimal interruption to services. However, complaints and/ or violations initiated during this time frame will not be available online for approximately three business days, until the new system is operational. Please contact us at (305) 673.7555 if you have any questions.

Fire Department

Fire Department review of building permits will be conducted as outlined under "Building Department Plans Reviews." Annual fire safety inspections will continue uninterrupted. Inspection results will be transitioned to the new system once it becomes operational. Please contact us at (305) 673.7420 if you have any questions.

Finance Department

Payments made at the Customer Service Center and City Hall will not be immediately applied to customer accounts. However, in order to assist our customers payments will be received and stamped receipts will be issued to customers. As an additional consideration to our customers, penalties will be waived for past due invoices that are paid during the transition period. Please contact the customer service center at (305)673-7140 if you have any questions.

The following are processes, under the Finance Department, which may experience interruptions during the transition period:

- Online application for Business Tax Receipts will not be available. Applications for Business Tax Receipts will be processed manually and electronically routed when the new system becomes operational. Business Tax Receipts as well as Sidewalk Café Permits will not be issued during the transition period.
- Online payments of City Bills, Business Tax Receipts or other city invoices will not be available during the transition. Payments may be made at the Customer Service Center located at 1755 Meridian Avenue, Suite 100 or at City Hall at 1700 Convention Center Drive.
- Utility Bills will not be affected at this phase of the project and customers will still be able to make these payments either online or in-person during the transition.

Parking

Rental of parking spaces will continue to be processed during the transition period without interruption. Once the system is operational, accounts will be established for online access via the Citizen Access Portal. Please contact our office at (305)673-7275 if you have any questions.

Planning Department

There will be no delays or interruption of reviews for applications submitted for Land Use Board approval. These applications will be transitioned to the new software and available for online review once the system becomes operational. During the transition period, the department will not be able to issue online paint permits. However, in order to assist our customers the department will issue, at no charge, paper permits which can be obtained at the Planning Department permit counter. Such permits will be recorded in the new system once it becomes operational. Planning Department review of building permits will be conducted as outlined under "Building Department Plans Reviews." Please contact our office at (305)673-7550 if you have any questions.

Public Works

During the transition period, all permits and inspections, including elevator inspections, will be done in hard copy format only. Inspection requests must be called in directly to Public works at (305)-673.7080.

Permit applications will be submitted as usual, but approved permits will be issued manually. Once the new system is operational, all permit records will be updated in the system and available online. Public Works department review of building permits will be conducted as outlined under "Building Department Plans Reviews". There will be no interruption to the review of Sidewalk Café Permit applications. All existing permits and permit applications in process will be transitioned and available online once the system is operational.

Special Masters

The city's main web portal currently used to view Special Master cases will not be available during the transition period. However, customers may call the Office of the Special Master at (305)673-7181 to request information. In order to expedite the process, customers should have their special master case number and address available. During the transition period, customers needing to make payments of fines, court costs or filings fees should contact the Office of the Special Master at the number listed above for guidance or come to our office located in City Hall on the first floor.

Sustainability

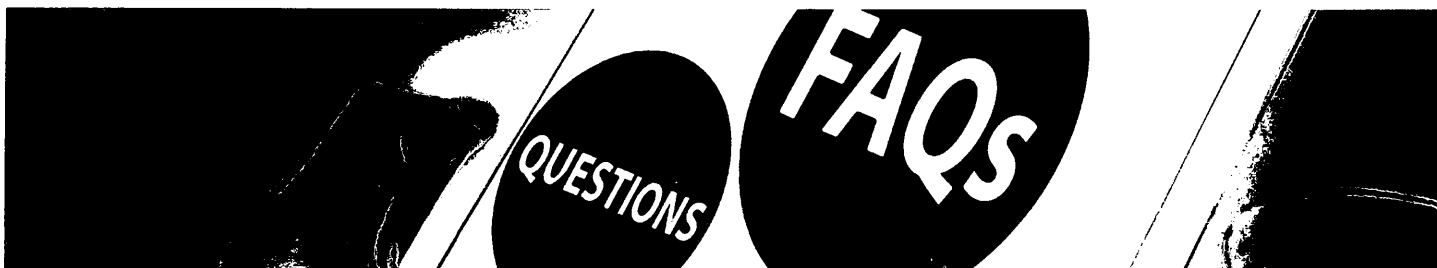
Applications for Tree Removal Permits and inspections will still be reviewed and issued in hard copy format during the transition period. Once operational, all permit records will be updated in the system and available online. Reviews of building permits will be conducted as outlined under "Building Department Plans Reviews." Please contact our office at (305)673-7722 if you have any questions.

Tourism, Culture, and Economic Development (TCED)

- **Special Events Permits.** There will be no interruptions to the application and permitting of special events. Special Event permits remains available online via www.EventsMiamiBeach.com. Please contact our office at (305)673-7577 if you have any questions.
- **Film and Print Permits.** There will be no interruptions to the application and permitting of film and print permits. Film and print permits remains available online via www.FilmMiamiBeach.com. Please contact our office at (305) 673-7577 if you have any questions.

Still have questions?

Contact our customer service team at **305.673.7420**



What is CAP?

The Citizen Access Portal (CAP) is where you can review status of permits, schedule inspections, obtain or renew business licenses, make online payments, review code and special master cases, apply for parking space rentals and process sidewalk café permits.

Why do I have to register for CAP?

Registering allows you to request or cancel inspections, access information pertaining to your permits and plan cases, and research code violations. CAP also allows contractors to apply for permits and access other online services.

How do I register?

You can preregister online by clicking [here](#) to access the PDF form. You can also preregister by completing the form and depositing it in the preregistration drop box located at the customer service center, 1755 Meridian Avenue, or at the drop boxes located on the first and second floor lobbies of City Hall. Completed forms may also be emailed to CitizenAccessPortal@miamibeachfl.gov. Once the account is active you will receive an email notifying you that a CAP account has been created. As soon as the system is operational, you can log on to miamibeachfl.gov and click CAP Account under Quick Links. Log in using the email address you provided at preregistration. You will be prompted to reset your password to gain full access to the site. If you do not receive an email within two working days after the system is live, encounter difficulties logging in, or have questions, please call our customer service department at (305)673-7420.

Does it cost anything to register?

No, registering for a CAP account is free.

Do CAP accounts expire or have to be renewed?

No, once you register for a CAP account, your account exists forever. Please be aware that you will need to create a new account if you change your email address.

Do we need to register per person or one account for the company?

There are a couple of options:

1. One company log-in that all employees share with one email address, or individual log-ins for each employee with separate email addresses.
2. If you choose the individual log-in option, each employee will need to be linked to each permit/ case in order to gain access to the permit/ case information on their individual CAP.



Submit

CITIZEN ACCESS PORTAL

New User Registration

Important !

You will be notified by email
as soon as your account is
approved

User Details

First Name	<input type="text"/>	Email	<input type="text"/>
Middle Name	<input type="text"/>	Confirm Email	<input type="text"/>
Last Name	<input type="text"/>		
Company	<input type="text"/>		<input type="text"/>
Reg. Phone		Contact Preference	<input type="text"/>

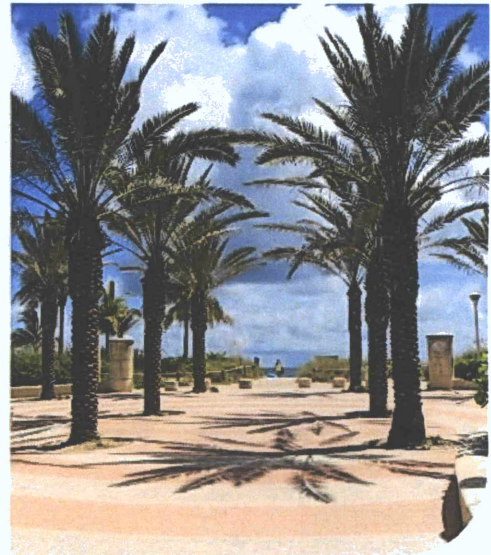
Address Fields

Street Number	<input type="text"/>	City	<input type="text"/>
Street Name	<input type="text"/>	State	<input type="text"/>
Suite/Unit	<input type="text"/>	Zip Code	<input type="text"/>
Street Type	<input type="text"/>	County	<input type="text"/>
Address Type	<input type="text"/>		

Submit



TRANSITION SCHEDULE



MIAMI BEACH

DURING THE TRANSITION PERIOD

Building Department

- April 25, 2016
 - IVR and Online Inspection requests will close at 4:00 p.m.
- April 26, through April 29, 2016
 - Applications for new building permits or revisions will not be accepted.
 - Inspection requests must be submitted directly to the Building Department by calling (305) 673-7610 ext. 6619, or via email at buildinginspections@miamibeachfl.gov
 - Public record requests will be accepted via email at buildingrecords@miamibeachfl.gov and processed manually with expected delays.
- May 2, through May 6, 2016
 - A limited number of permits will be available for processing via walk-through.
 - TCO's and CO's will be issued manually as needed.
- May 2, 2016
 - Contractors registered on the Citizen Access Portal (CAP) will be able to access permits and request inspections when they become available in the system.
- May 9, 2016
 - All active permits, review status, and TCO/CO information will be converted and accessible.
 - Full operations are expected to resume.
- Plans review will continue uninterrupted. Results will be uploaded once the system becomes available.

Code Compliance Department

- April 26, through May 1, 2016
 - Complaints and/ or violations initiated during this time frame will not be available online.
 - Information regarding complaints and/or violations may be obtained by calling (305) 673-7555.
- May 2, 2016
 - Full operations are expected to resume.

Fire Department

- April 26, through May 6, 2016
 - Fire Department review of building permits will be conducted as outlined in the Building Department section above.
 - Annual fire safety inspections will continue uninterrupted.
 - Further information may be obtained by calling (305) 673-7420.
- May 9, 2016
 - Full operations are expected to resume.

Finance Department

➤ April 26, through April 29, 2016

- Payments may not be reflected immediately on accounts. Stamped receipts will be issued to customers as proof of payment. Online payments of City Bills, Business Tax Receipts or other city invoices will not be available. Payments may be made at the Customer Service Center located at 1755 Meridian Avenue, Suite 100 or at City Hall at 1700 Convention Center Drive.
- Penalties will be waived for past due invoices that are paid during this period.
- Online applications for Business Tax Receipt will not be available.
- Sidewalk Café Permits and Business Tax Receipts will not be issued during this period.
- Utility bill payments will not be affected. Customers will be able to make payments online or in person during the transition.
- Accounts payable and other disbursements will be delayed one week.
- Further information may be obtained by calling (305) 673-7140.

➤ May 2, 2016

- Full operations are expected to resume.

Parking Department

➤ April 26, through April 29, 2016

- Rental of parking spaces will continue to be processed without interruption.
- Further information may be obtained by calling (305) 673-7275.

➤ May 2, 2016

- Customers registered in the Citizen Access Portal (CAP) will have access to accounts.
- Full operations are expected to resume.

Planning Department

➤ April 26, through April 29, 2016

- There will be no interruptions to the processing and review of applications for Land Use Board approval.
- Online paint permits will not be available. Customers may obtain a paper permit at no charge from the Planning Department.
- Planning Department review of building permits will be conducted as outlined by the Building Department section above.
- Further information may be obtained by calling (305) 673-7550.

➤ May 2, 2016

- Customers registered in the Citizen Access Portal (CAP) will have access their active Land Use Board applications.
- Full operations are expected to resume.

Public Works Department

- April 26, through April 29, 2016
 - All permits and inspections, including elevator inspections, will be completed in hard copy format only.
 - Inspection requests must be called in directly to Public Works at (305) 673-7080.
 - Public Works Department review of building permits will be conducted as outlined by the Building Department section above.
 - Further information may be obtained by calling (305) 673-7080.
- May 2, 2016
 - Customers registered in the Citizen Access Portal (CAP) will have access to permits.
 - Full operations are expected to resume.

Special Master Division

- April 26, through April 29, 2016
 - Special Master cases will not be available online.
 - Contact the office directly for payments of fines, court costs or filings fees.
 - Further information may be obtained by calling (305) 673-7181.
- May 2nd
 - Full operations are expected to resume.

Resiliency Department

- April 26, through April 29, 2016
 - Applications for Tree Removal Permits and inspections will be done in hard copy format only.
 - Inspection requests must be called in directly to (305) 673-7080.
 - Department's review of building permits will be conducted as outlined by the Building Department section above.
 - Further information may be obtained by calling (305) 673-7722.
- May 2, 2016
 - Customers registered in the Citizen Access Portal (CAP) will have access to permits on a limited basis.
 - Full operations are expected to resume.

Tourism , Culture, and Economic Development (TCED)

- April 26, through May 2, 2016
 - Special Events and Film & Print Permits. There will be no interruptions to applications for Special Events and Film & Print permits . Special Event permits remain available online via www.EventsMiamiBeach.com. and Film & Print permits remain available online via www.FilmMiamiBeach.com. Further information may be obtained by calling (305) 673-7577.

Still have questions?

Contact our customer service team at **305.673.7420**